

# KHBE PureCloud Language Line



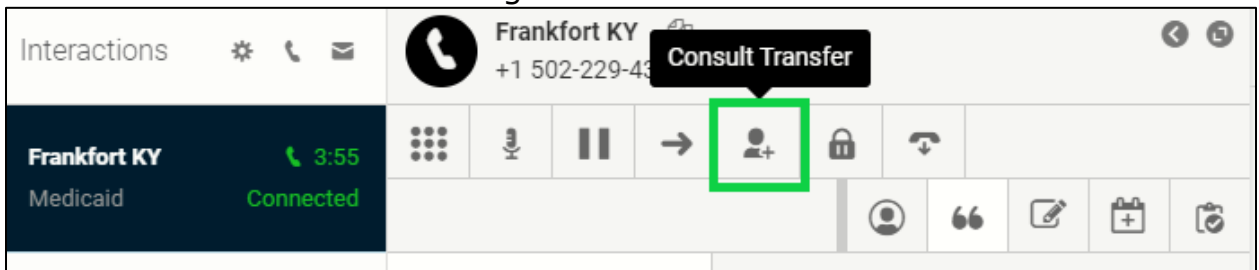
## PureCloud Language Line

KHBE has collaborated with the Office of Application Technology Services and the Cabinet for Health and Family Services to provide a new dedicated number to access interpreter services through InterpreTalk. The number allows CHFS Staff to quickly reach an interpreter. InterpreTalk language line:

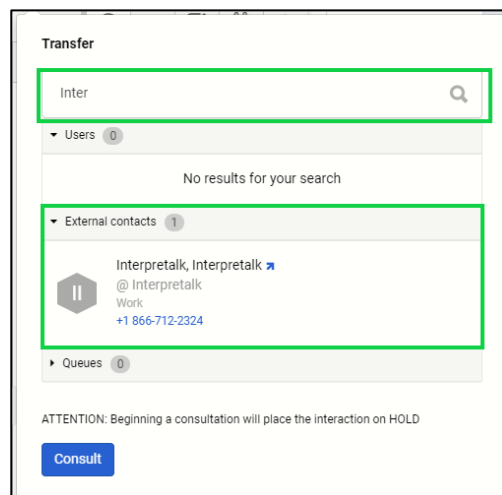
**866-712-2324**

### PureCloud Language Line Steps

1. While on the Interactions tab, click the Consult Transfer icon if CHFS staff receive a non-English call

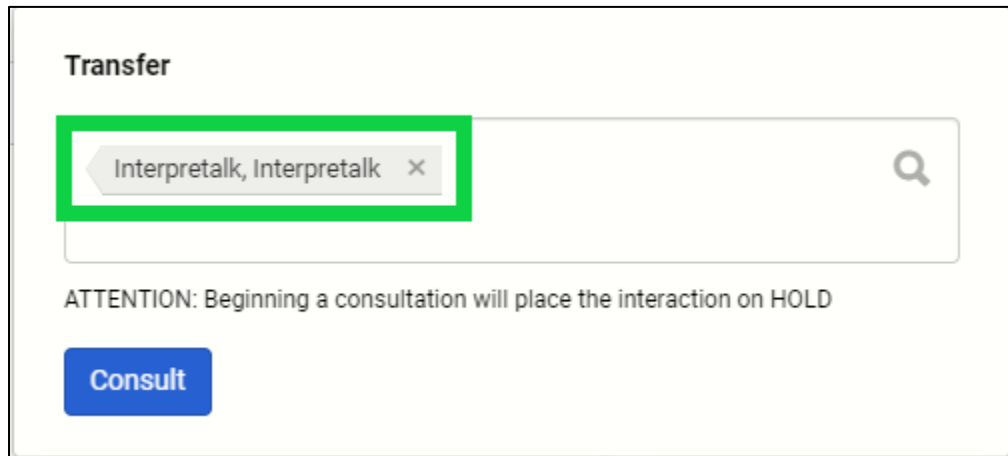


2. When the Consult box pops up, start typing in "Interpretalk" in the search bar. Expand External contacts and you will see Interpretalk listed.

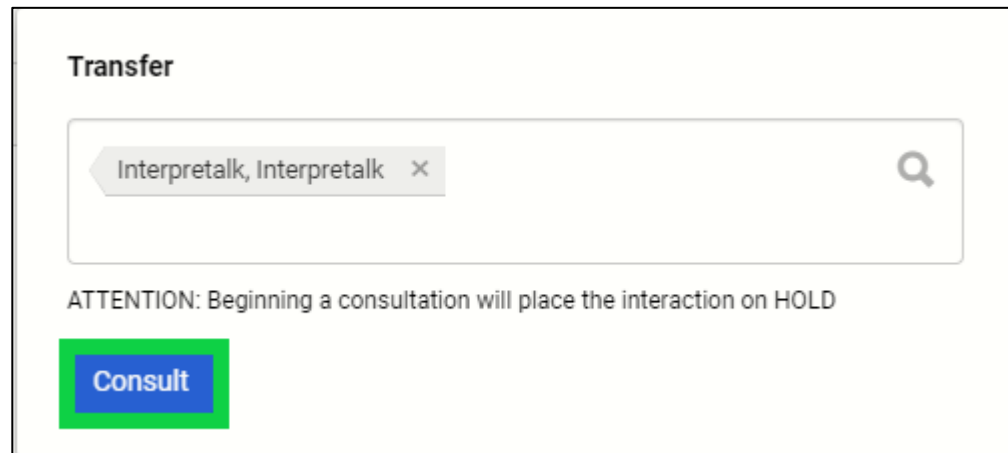


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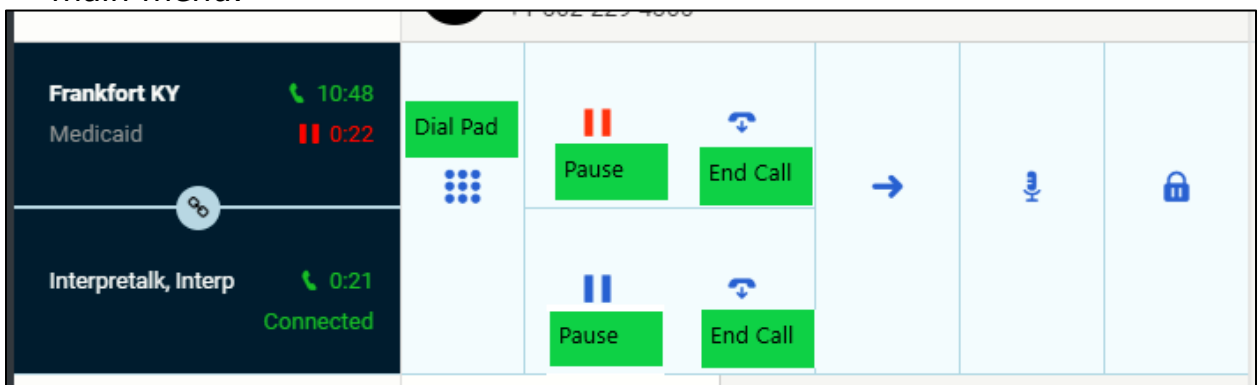
3. Click anywhere in the Interpretalk contact to select it for the consult. Your screen should look like this.



4. Click the Consult button



5. This will put the original caller on hold and start the consultation with the language line. Use the Dial Pad to enter options from the main menu.



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**6.** CHFS Staff will hear options for the following languages:

1. Spanish

2. Mandarin

3.  
Cantonese

4. Arabic

5.  
Vietnamese

6. Haitian  
Creole

7. Russian

8. French

9. All Other  
Languages

**7.** If selecting one of the specific languages, the worker will be connected directly to an interpreter and be required to provide:

- Agency Code
- Caller Name
- County

**8.** Merge the two phone calls by selecting the pause button for the original call. This will change the color from red to blue. It will look similar to the below. If both pause buttons are blue, you will be consulting with both parties. If one is red, that caller is on hold.

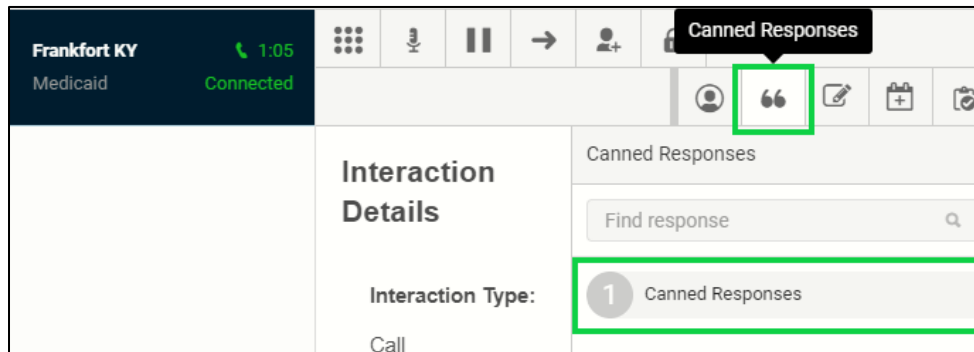


**9.** Proceed with PureCloud call script

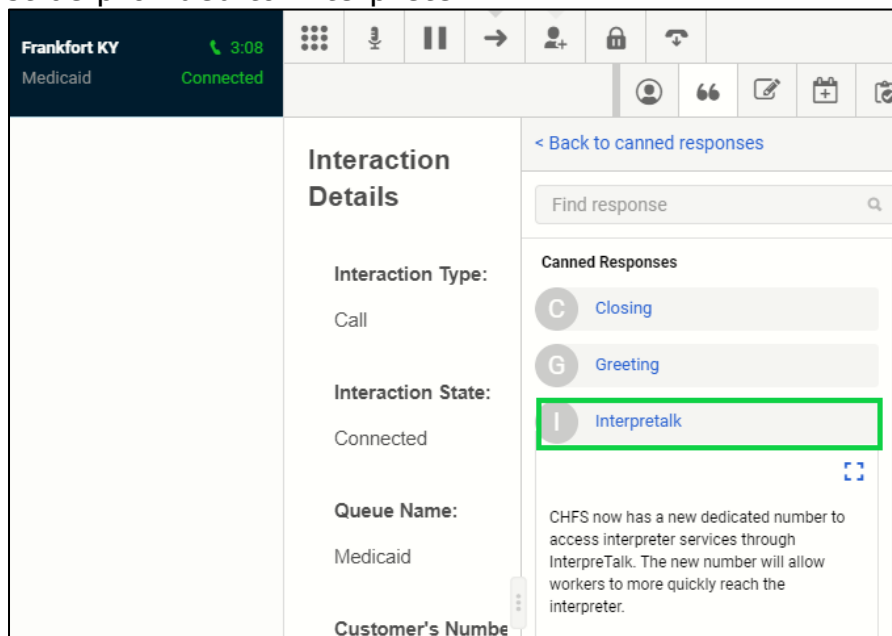
**10.** Once you are finished with the consultation, select the End Call for Interpretalk and then once finished with the caller, select the End Call for the original call.

**11.** Interpretalk is a canned response under the PureCloud Canned Responses for CHFS staff reference. While on an active call, select the canned response button and then select the Canned Responses.

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- 12.** Select Interpretalk in the Canned Responses. This will expand the response to show the details including the Agency Code that must be provided to Interpreter.



**Please Note:** CHFS Staff should contact the PureCloud Help desk at [KYHBE.Support@conduent.com](mailto:KYHBE.Support@conduent.com) if they experience PureCloud issues